

State of California 9-1-1 OPERATIONS MANUAL

INTRODUCTION

History of 9-1-1

In 1972, with the passage of Assembly Bill 515, the State of California, Telecommunications Division, 9-1-1 Program Office was charged with the responsibility for implementation of 9-1-1 throughout California. The very first 9-1-1 service in the nation was implemented in Haleyville, Alabama in February 1968. The first 9-1-1 system in California was installed in the City of Gustine, in Merced County, in March 1970.

As of December 16, 1985, statewide implementation of Basic 9-1-1 was complete and a program to upgrade the Public Safety Answering Points (PSAPs) to Enhanced 9-1-1 had already begun. Enhanced 9-1-1 provides for the routing of a landline 9-1-1 call to the proper law enforcement agency along with Automatic Location Identification (ALI) and Automatic Number Identification (ANI). With Enhanced 9-1-1 the call taker receives the caller's address and telephone number they are calling from. In January 1993, The State of California, 9-1-1 Program Office completed implementation of statewide Enhanced 9-1-1.

The on-going advances in the communications technology are continuing to drive the 9-1-1 Program Office to meet the needs of the citizens in California. Today, this not only includes the delivery of a landline 9-1-1 call to the appropriate response agency but it includes the research, development and implementation of a wireless 9-1-1 system that can deliver a wireless 9-1-1 call to the appropriate response agency. To date, wireless 9-1-1 calls are routed to the California Highway Patrol (CHP) center where it is interrogated and, if necessary, transferred to the appropriate response agency.

Advantages of 9-1-1

When a citizen seeks aid, 9-1-1 provides four major advantages:

- It removes doubt about the proper emergency response agency because one call can bring multiple agency response when needed;
- The easy-to-remember number remains the same from one community to another;
- It is easier and faster to call, especially under adverse conditions;
- On wire-line calls, a sophisticated identification system displays the 9-1-1 caller's address and phone number, reducing interrogation and response time.

The State of California, 9-1-1 Program Office supports the National Emergency Number Standards of "One Nation, One Number" and encourages all citizens in California to dial 9-1-1 in an emergency.

Program Objective

California's 9-1-1 Program objective is to provide a rapid and effective means to request emergency help from any telephone in the State. Enhanced 9-1-1 service to all 58 counties in California supports this objective. The 9-1-1 Program continues to provide the services and equipment necessary to deliver 9-1-1 calls promptly and efficiently to over 500 PSAPs in California.

Implementation and Operation of 9-1-1

From landline to wireless, the technology required to implement and maintain Enhanced 9-1-1 in California is extremely complex. Because of these complexities, interagency cooperation and coordination is critical. It is essential not only for each agency to understand its roles and responsibilities, but to apply this same understanding when interfacing with other agencies.

In concert with all Public Safety Answering Points, the State of California is dedicated to providing its citizens with the best emergency services possible. The successful implementation and operation of 9-1-1 systems rely upon the people who "make it work". It is these individuals, within the State, county, and city governments as well as network and equipment vendors who determine the efficiency and effectiveness of the system as a whole, and ultimately the lives saved and property damage averted.

For detailed information about 9-1-1 in California, please visit the 9-1-1 Program's web page at: <http://www.td.dgs.ca.gov/services/911>

NOTE: It is a misdemeanor under Penal Code Section 148.3 for any person to willfully use the 9-1-1 system for any purpose other than reporting emergencies. It is also a misdemeanor under Penal Code Section 653x for any person who telephones the 9-1-1 emergency line with the intent to annoy or harass another person.